

Thanks for being a volunteer!



A few reminders...

Before you start your delivery route

- Arrive at the distribution site between 10:30am and 10:45am (specific time based on site).
- Log into Mobile Meals App; check for route order & for notes.
- Confirm correct number of meals and special diet meals. Notify your Site Coordinator of any inaccuracies.

During your route

- Plug your hot bag into your car as soon as possible and keep cooler lid on at all times to ensure food is kept at safe temperatures. **If you don't have a port in your car, please let your Site Coordinator know.
- Arrive at the door:

Knock on the door and clearly announce "Meals on Wheels".

Wait to see the client open the door. If they do not, call the client.

If the client is not home, hang a green tag on their door. Offer the food to another client on the route.

Note Delivered or Not Delivered in Mobile Meals App.

- Never leave food outside the house!
- In case of emergency call 911, then call your Site Coordinator.
- Note any uncertainties or concerns during delivery in Mobile Meals App.
- If a client has delivery changes, ask them to call the Client Engagement Team at 410-558-0923.
- If a meal is labeled "Test Meal" do not distribute to clients. Return the meal to the site after your route so we can monitor temperatures.
- If you have any questions during delivery, call your Site Coordinator first and then the Client Engagement Team at 410-558-0923, option 1 or the Volunteer Department at 410-558-0923, option 3.

After your route

Return the Meals on Wheels equipment to the site.

**Please remember to keep all client information confidential. Do not touch an injured client, and do not accept tips.*